



**GEORGIA BUREAU OF INVESTIGATION  
JOB VACANCY NOTIFICATION #16-005  
Revised Announcement**

**POSTED:** August 07, 2015

**DEADLINE:** August 17, 2015

**JOB TITLE:** Help Desk Specialist

**JOB CODE:** 80709

**PAYGRADE:** 14

**POSITION NUMBER:** 00203359

**LOCATION:** Georgia Crime Information Center (GCIC)/  
Application Program/Development  
GBI Headquarters – Decatur, Georgia

**SALARY RANGES:** \$32,971 – \$38,901.96 annually

**DUTIES AND RESPONSIBILITIES:**

Installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.

**MINIMUM QUALIFICATIONS**

Completion of high school or equivalent **AND** Three years of experience providing software or hardware customer support of technical assistance to computer users.

**OR**

Completion of a post-secondary vocational/technical training in computer applications, computer technology or a related area **AND** One year of experience providing software or hardware customer support.

**PREFERRED QUALIFICATIONS**

In addition to the minimum qualifications, preference will be given to applicants with work experience in the following area:

- A+ certification level
- Three years of customer training experience
- Experience managing complex projects
- Experience running queries and reports.

## VACANCY OPEN TO QUALIFIED APPLICANTS

*Applicants that applied prior to the updated revised announcement are still under consideration.*

### **TO APPLY:**

#### **APPLICANTS MUST SUBMIT (2) STATE OF GEORGIA APPLICATIONS TO:**

**Georgia Bureau of Investigation  
Attn: Office of Human Resources  
P. O. Box 370808  
Decatur, GA 30037-0808**

Applications may be obtained by clicking the following link: [GBI State Application](#)

- ❖ The Job Vacancy Number, located at the top of this announcement, along with Job Title and Job Code must be listed on applications for this vacancy.
- ❖ Applications should be filled out carefully and completely. **Applications will not be considered that have “see attached” in lieu of completing the work history and job information on the application.**
- ❖ **Foreign Education:** Applicants who have completed part or all of their education outside the U.S. must have their foreign education evaluated by an accredited organization to ensure that the foreign education is equivalent to education received in accredited educational institutions in the U.S. **This evaluation must be a course-by-course evaluation that includes each completed course/subject and the U.S. credit equivalent. Applicants must submit (2) copies of the credential evaluations to the address noted above by the deadline.** For a listing of services that can perform this evaluation, see the National Association of Credential Evaluation Services website at <http://www.naces.org/members.htm>.
- ❖ Due to the volume of applications we receive, we are unable to provide information on application status by phone or by e-mail. Applicants who are selected for an interview will be contacted to arrange an appointment. Applicants who are not selected for an interview will not receive notification.
- ❖ The GBI reserves the right to close this job announcement once a qualified applicant pool has been identified.
- ❖ Employment for the selected candidate(s) is contingent upon the successful completion of a GBI background investigation including criminal, credit and driver's history checks, polygraph examination, fingerprinting and drug screening.
- ❖ Click the following link for a list of [GBI Employment Disqualifiers](#).
- ❖ Due to budget constraints, the GBI is unable to sponsor or take over sponsorship of an employment visa.

***All applications must be received in the GBI Office of Human Resources by close of business on the deadline date posted on this job vacancy announcement***

**THE GBI IS AN EQUAL OPPORTUNITY EMPLOYER**